



## City of Marlborough

### Position Description

<b>Job Title</b>	Reference Librarian
<b>Department</b>	Library
<b>Employment Status</b>	Part time
<b>Exempt/Nonexempt Status</b>	Non-exempt

### Scope of Work

Under the supervision of the Assistant Library Director/Head of Reference, performs a variety of activities providing informational, instructional and reference services for the public. This position has regularly assigned evening and weekend shifts.

### Supervision

<b>Received</b>	Assistant Library Director/Head of Reference
<b>Exercised</b>	None

### Essential Job Functions

- Promotes and provides exemplary customer service to patrons and staff. Provides positive and proactive reference and information services for patrons, using a variety of resources in both print and electronic formats.
- Promotes, advises and assists patrons in selecting, locating, and utilizing library resources.
- Instructs the public in the use of the integrated library system, electronic databases, and Internet and remote digital resources.
- Trains patrons in computer, digital and mobile services and applications. Provides documentation for instruction.
- Produces bibliographic lists and pathfinders. Creates attractive displays to showcase library materials.
- Provides Reader's Advisory Services to library patrons.
- Actively seeks grant opportunities.
- Troubleshoots public and staff computers.

- Assists with collection development for adult collection, and expenditure of budget for materials and services.
- Covers for other departments as necessary or assigned.
- Protects confidentiality of patron records according to library policy and Mass General Law.
- Explains library policies and procedures.
- Maintains collection through shelf reading and weeding.
- Assists in production of marketing materials for programs and services.
- Help promote library services outside the library through community outreach initiatives
- Participates in social media postings according to library policy. Contributes to library web page.
- Works with supervisor to collaborate on providing an array of programs for the public.
- Under the supervision of the Assistant Library Director, provides input to strategic planning and implementation of short and long-term goals. Fulfills other projects as directed or assigned.
- Contributes to statistical reporting for ARIS state report and additional statistics as requested or assigned.
- Monitors safety of the library facility for employees and the public. Responds appropriately to emergencies and keeps supervisor informed of any problematic situation.
- Follows safe work practices.

## Requirements of Work

Master's in Library Science from an accredited program. MLS candidate considered. Prior customer service desirable. This position has regularly assigned evening and weekend shifts.

<b>Knowledge of</b>	<ul style="list-style-type: none"> <li>• Thorough knowledge of reference and library services. Library automation, library technologies and collection development.</li> </ul>
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• To keep up to date in reference services through professional development, professional journals and networking.</li> <li>• To communicate effectively with the public in person, on the telephone and in writing. Facility with computer software and hardware including brochure design, production software and mobile devices.</li> <li>• Detail oriented, ability to problem solve, exhibit flexibility, initiative and diplomacy.</li> <li>• Familiarity with Spanish, Portuguese desirable.</li> </ul>

## Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in a library setting; must be capable of operating computers and various pieces of office equipment such as copiers and fax machines.
- The employee must have the ability to move around the facility, walking, sitting, bending, climbing, kneeling, carrying, and stooping.
- The employee must occasionally lift and/or move up to 40 pounds.

**Mental Requirements:**

- Able to receive, understand, interpret and carry out library policies and procedures.
- Ongoing intellectual effort is required to maintain a current knowledge of library resources,
- Ability to comprehend and follow oral and written directions.
- Ability to effectively communicate questions, ideas and information.
- Time management skills sufficient to set priorities in order to meet assigned deadlines.
- Ability to recognize and maintain confidential data

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